
Feature interaction

ACD Message Center

The operation of ACD Message Center telephones is basically the same as an ACD system with incoming call queues and available agent queues. The ACD Message Center cannot operate in combination with an Attendant Message Center. However, if all telephones are in the Make Busy mode (not logged in), Message Center calls can be routed to the attendants who can then function as the Message Center. Queue overflow features are allowed for a Message Center ACD DN in the same way as any other ACD system with the properly equipped package. Other ACD features, such as RAN, music, and so on, operate as a normal ACD system with the appropriate packages.

A Message Center operator cannot originate calls on the MSG IN-CALLS key; therefore, originating features are not applicable on this key. Separate DN keys must be provided for these functions.

DN Message Center

The Message Center DN must be the prime DN; otherwise, all normal features can be assigned to this DN.

Attendant Message Center

Once a call is extended to an ACD Message Center by an attendant, it is released completely from attendant operation, and Recall, Camp-On, and so on, and cannot be activated. For calls extended to a DN Message Center, normal attendant functions, such as Recall and Camp-On, can be used. Other attendant functions operate normally.

Call Forward (All Calls)

Call Forward should be denied on telephones serving as the Message Center. On a telephone basis, Call Forward takes precedence over the Message Center. If a call is forwarded to another telephone, activation of Message Waiting depends on whether or not the second telephone has Message Waiting Allowed.

If the system is equipped with X11 Release 19 or later, Call Forward Message Waiting dial tone can be provided to 500/2500 type telephones as an indication that Call Forward All Calls is active and a message is waiting at the message center.

Call Forward (Internal Calls)

The Message Center treats Internal CFW in the same way as Call Forward All Calls (CFAC).

If the system is equipped with X11 Release 19 or later, Call Forward Message Waiting dial tone can be provided to 500/2500-type telephones as an indication that Call Forward, Internal Calls is active and a message is waiting at the Message Center.

Call Forward Busy (CFB)

CFB should be denied on telephones serving as the Message Center. An option is provided to allow DID calls to a busy telephone to be routed to the Message Center. If this option is selected by the customer, Message Waiting takes precedence over the customer-defined path for CFB.

Call Forward No Answer (CFNA)

CFNA should be denied on telephones serving as the Message Center. On a telephone user basis, Message Waiting takes precedence over the customer-defined path of CFNA.

The capability to light and extinguish Message Waiting lamps can be used with CFNA to simulate a Multiple Message Center. Any telephone equipped with message lamps, but without Message Waiting Allowed Class of Service, can use CFNA to specified DN's on the telephones equipped with MSG INDIC and MSG CANC key/lamp pairs.

These telephones have the capability to light or extinguish Message Waiting lamps by manually entering the DN of the telephone for which a message was taken. Call processing is the normal call processing for CFNA, not the Message Center call processing. When a call is forwarded, the MSG INDIC lamp does not light, since this is not true Message Center operation.

Call Transfer/Conference from 500/2500 telephones

Message Waiting interrupted dial tone is not provided when the user flashes the switchback to activate Call Transfer or Conference. The normal dial tone for this purpose is provided.

Flexible CFNA to any DN

Flexible CFNA to any DN forwards unanswered calls to a predesignated CFNA DN. All telephones with Message Waiting Allowed have the CFNA DN assigned to the Message Center regardless of whether Flexible CFNA has been selected by the customer or whether CFNA is allowed or denied for the telephone.

Hunting

Hunting should be denied on telephones serving as the Message Center. On a user basis, Hunting takes precedence over Message Waiting. However, Message Waiting can be activated after Hunting, provided the hunted telephone is Message Waiting Allowed and does not answer the call. If desired, the MC DN can be specified as the Hunt number.

Listed Directory Number

A Message Center can be assigned to a Listed Directory Number (LDN) and behaves in a similar manner to an Attendant Message Center. The calls come in on an LDN ICI instead of the MSG CENTER ICI, and direct message calls do not activate the MSG CANCEL key. The operator must access the user telephone directly to cancel that telephone's Message Indication.

Ring Again for 500/2500 telephones

Message Waiting interrupted dial tone is not provided when the user flashes the switchback to activate Ring Again. For this purpose, the normal dial tone is provided.

User Selectable Call Redirection (USCR)

USCR allows the user to perform the following two tasks:

- To assign the four redirection DN's from the telephone. These DN's include the CFNA DN and the external CFNA DN (if it exists).
- To change the way the number of ringing cycles are defined for Flexible Call Forward No Answer (CFNA). One of three options can now be selected from the telephone.

This feature does not support Basic Rate Interface (BRI) telephones.